

U DIGITAL

Complaint Redressal Mechanism

Including complaint redressal procedure and the time limits for redressal of complaints:

All complaints should be responded within 8 hours of receipt of the complaint. Complaints received post 8 PM should be responded before 4PM the next day.

Following are the complaint redressal time line:

Issue Type	Contact Details	Resolution Timeline
No Signal	Contact Number – 8884119994	1 Day
	Website – www.udigital.co.in	
	E-mail Id – u-digital@yashtel.in	
Billing related complaints	Contact Number – 8884119994	7 days
	Website – www.udigital.co.in	
	E-mail Id – u-digital@yashtel.in	
In case of refund – 30 days from date of complaint		
All other complaints	Contact Number – 8884119994	2 Days
	Website – www.udigital.co.in	
	E-mail Id – u-digital@yashtel.in	

For any escalation / Complaint / Grievance, please call
UDigital Nodal Officer: 8884119994